

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>mhl026-654</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>03/15/2022</b>
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NAME OF PROVIDER OR SUPPLIER  <b>GRACELAND MANOR DDA #1</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>600 DOWFIELD DRIVE FAYETTEVILLE, NC 28301</b>
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V 000	<p><b>INITIAL COMMENTS</b></p> <p>An annual survey was completed on March 15, 2022. Deficiencies were cited.</p> <p>This facility is licensed for the following service category: 10A NCAC .5600C Supervised Living for Adults with Developmental Disabilities.</p> <p>This facility is licensed for 6 and currently has a census of 4. The survey sample consisted of audits of 4 current clients.</p>	V 000		
V 112	<p><b>27G .0205 (C-D) Assessment/Treatment/Habilitation Plan</b></p> <p><b>10A NCAC 27G .0205 ASSESSMENT AND TREATMENT/HABILITATION OR SERVICE PLAN</b></p> <p>(c) The plan shall be developed based on the assessment, and in partnership with the client or legally responsible person or both, within 30 days of admission for clients who are expected to receive services beyond 30 days.</p> <p>(d) The plan shall include:</p> <p>(1) client outcome(s) that are anticipated to be achieved by provision of the service and a projected date of achievement;</p> <p>(2) strategies;</p> <p>(3) staff responsible;</p> <p>(4) a schedule for review of the plan at least annually in consultation with the client or legally responsible person or both;</p> <p>(5) basis for evaluation or assessment of outcome achievement; and</p> <p>(6) written consent or agreement by the client or responsible party, or a written statement by the provider stating why such consent could not be obtained.</p>	V 112		

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LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE \_\_\_\_\_ TITLE \_\_\_\_\_ (X6) DATE \_\_\_\_\_

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V 112	<p>Continued From page 1</p> <p>This Rule is not met as evidenced by: Based on record reviews and interviews the facility failed to develop and implement strategies based on assessment affecting 1 of 4 clients (#3) and failed to obtain written consent or agreement for the treatment/habilitation or service plan by the legally responsible person for 1 or 4 clients (#4). The findings are:</p> <p>Finding #1 Review on 3/7/22 - 3/15/22 of client #3's record revealed: -51 year old female. -Admitted on 6/28/19. -Diagnoses of Schizophrenia Disorder, Intellectual Disability Mild, Breast Cancer, Kidney Failure, microcytic anemia and diabetes mellitus type II.</p> <p>Review on 3/7/22 - 3/15/22 of client #3's treatment plan revealed: -PCP completed on 7/15/21. -Signature page indicated the person responsible for the PCP was the Psychosocial Rehabilitation (PSR) Qualified Professional (QP). -There were no goals or strategies identified for the residential facility.</p> <p>Interview on 3/9/22 client #3 stated: -She resided at the facility for almost 3 years. -She attended a day program. -Her guardian was a local Department of Social Services.</p>	V 112		

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V 112	<p>Continued From page 2</p> <p><b>Finding #2</b> Review on 3/7/22 - 3/15/22 of client #4's record revealed: -44 year old male. -Admitted on 5/1/03. -Diagnoses of Intellectual Disability, Asthma, Brain Ameroyta and Mood Disorder.</p> <p>Review on 3/7/22 - 3/15/22 of client #4's treatment plan revealed: -Treatment plan completed on 5/28/21. -Signature page sign by legal guardian on 5/5/18, signed by QP/Licensee on 5/28/18. -No documentation the current plan was completed in agreement with the legal guardian.</p> <p>Interview on 3/9/22 client #4 stated: -He lived at the facility over 20 years. -His father was his legal guardian.</p> <p>Interview on 3/7/22 - 3/15/22 the QP/Licensee stated: -She had completed treatment plans with facility goals and strategies for client #3. -She was unable to locate the treatment plans for client #3. -She was unable to locate the signature page for client #4's treatment plan.</p>	V 112		
V 118	<p>27G .0209 (C) Medication Requirements</p> <p>10A NCAC 27G .0209 MEDICATION REQUIREMENTS (c) Medication administration: (1) Prescription or non-prescription drugs shall only be administered to a client on the written order of a person authorized by law to prescribe drugs.</p>	V 118		

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V 118	<p>Continued From page 3</p> <p>(2) Medications shall be self-administered by clients only when authorized in writing by the client's physician.</p> <p>(3) Medications, including injections, shall be administered only by licensed persons, or by unlicensed persons trained by a registered nurse, pharmacist or other legally qualified person and privileged to prepare and administer medications.</p> <p>(4) A Medication Administration Record (MAR) of all drugs administered to each client must be kept current. Medications administered shall be recorded immediately after administration. The MAR is to include the following:</p> <p>(A) client's name;</p> <p>(B) name, strength, and quantity of the drug;</p> <p>(C) instructions for administering the drug;</p> <p>(D) date and time the drug is administered; and</p> <p>(E) name or initials of person administering the drug.</p> <p>(5) Client requests for medication changes or checks shall be recorded and kept with the MAR file followed up by appointment or consultation with a physician.</p> <p> </p> <p>This Rule is not met as evidenced by: Based on record reviews, observations, and interviews the facility failed to ensure medications were administered on the written order of a physician and MARs were kept current for 4 of 4 clients (#1, #2, #3 and #4). The findings are:</p> <p> </p> <p>Finding #1 Review on 3/7/22 - 3/15/22 of client #1's record revealed:</p>	V 118		
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V 118	<p>Continued From page 4</p> <p>-66 year old female. -Admitted on 1/15/94. -Diagnoses of Psychotic Disorder and Moderate Intellectual Disability.</p> <p>Review on 3/7/22 - 3/15/22 of client #1's physician orders revealed: -10/31/21: Polyethylene Glycol 3350, 1 cap into 8 ounces of water daily as needed for constipation. : Diclofenac Sodium 1% Gel, apply 4 grams to affected area topically 4 times daily as needed for joint pain. -12/16/21: Olmesartan Medoxomil 40 mg tablet daily. (high blood pressure) -12/30/21: Prazosin 1 mg (milligram) daily at bedtime. (high blood pressure)</p> <p>Review on 3/7/22 - 3/15/22 of client #1's MARs from November 2021 to January 2022 revealed: -Prazosin 1 mg was not documented as administered for the month of January. -Diclofenac Sodium 1% Gel was not transcribed on November MAR. -Olmesartan Medoxomil 40 mg was not documented as administered daily in January.</p> <p>Observation on 3/9/22 between 12:30pm - 1pm of client #1;s medications revealed: -Polyethylene Glycol 3350, Olmesartan Medoxomil 40 mg and Diclofenac Sodium 1% Gel not available onsite for review.</p> <p>Attempted interview on 3/7/22 with client #1 revealed she was non-verbal.</p> <p>Finding #2 Review on 3/7/22 - 3/15/22 of client #2's record revealed: -57 year old male. -Admitted on 1/31/03.</p>	V 118		

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V 118	<p>Continued From page 5</p> <p>-Diagnoses of Schizophrenia paranoid, Mild Intellectual Disability, Hypertension, Diabetic Mentotense, Seizure Disorder and Allergic Rhinitis.</p> <p>Review on 3/7/22 - 3/15/22 of client #2's signed physician orders revealed: 2/11/21: clotrimazole-betamethasone 1% topical cream, apply twice daily. (fungal infections) 11/1/21: Divalproex Sodium Extended Release 500 mg, 1 tablet every morning and 2 tablets at bedtime. (seizure) 11/11/21: Trazodone 150 mg tablet at bedtime. (depression)</p> <p>Review on 3/7/22 - 3/15/22 of client #2's MARs from November 2021 to January 2022 revealed: -clotrimazole-betamethasone 1% topical cream and Trazodone 150 mg were not documented as administered in December.</p> <p>Observation on 3/7/22 between 3:45pm - 4:00pm of client #2's medications revealed: -Divalproex Sodium Extended Release 500 mg was not available for review on 3/7/22.</p> <p>Interview on 3/7/22 client #2 stated: -He received his medications daily.</p> <p>Finding #3 Review on 3/7/22 - 3/15/22 of client #3's record revealed: -51 year old female. -Admitted on 6/28/19. -Diagnoses of Schizophrenia Disorder, Intellectual Disability Mild, Breast Cancer, Kidney Failure, Microcytic Anemia and Diabetes Mellitus type II.</p> <p>Review on 3/7/22 - 3/15/22 of client #3's signed</p>	V 118		

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V 118	<p>Continued From page 6</p> <p>physician orders revealed: 5/13/21: Magnesium Oxide 400 mg tablet twice daily. (indigestion) 7/13/21: Ferrous Sulfate 325 mg 1 daily with breakfast. (iron) 11/2/21: Benztropine Mesylate 0.5mg at bedtime. (Parkinson's) Clozapine 100 mg 2 tablets every morning and 4 tablets at bedtime. (mental/mood) Haloperidol 20 mg twice daily. (schizophrenia) Docusate Sodium 100 mg 1 capsules as needed. (laxative) Oxycodone - Acetaminophen (Oxyco-APAP) 10-325 1 every 6 hours for moderate pain. 11/5/21: Lisinopril 5 mg 1 daily. (blood pressure) Loratadine 10 mg 1 daily. (allergy) 12/29/21: Metronidazole 500mg crush 2 tablets and apply to breast 3 times per week with dressing changes. (infection) 12/30/21:Fentanyl 12 mcg/hr patch every 3 days. (pain)</p> <p>Review on 3/7/22 - 3/15/22 of client #3's MARs from November 2021 to January 2022 revealed: -Benztropine Mesylate 0.5mg blank on 12/26/21 - 12/31/21. -Clozapine 100 mg blank on 12/27/21 (7pm) - 12/31/21. -Haloperidol 20 mg blank on 12/27/21 (7pm) - 12/31/21. -Ferrous Sulfate 325 mg blank on 12/28/21 - 12/31/21. -Lisinopril 5 mg blank on 12/28/21 - 12/31/21. -Loratadine 10 mg blank on 12/28/21 - 12/31/21. -Magnesium Oxide 400 mg not documented as administered in November. -Oxyco-APAP 10-325 was administered 4 times a day daily for December and January no dosing time documented.</p>	V 118		

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V 118	<p>Continued From page 7</p> <p>-Metronidazole 500mg not documented as administered.</p> <p>-Fentanyl 12 mcg/hour patch documented daily for December and not documented for January.</p> <p>Observation on 3/9/22 between 12:30 pm - 1pm of client #3's medications revealed:</p> <p>- Docusate Sodium 100 mg was not available onsite for review.</p> <p>Interview on 3/9/22 client #3 stated:</p> <p>-She received her medications daily.</p> <p>-She knew what medications she took.</p> <p>-She had received Metronidazole 500mg on her breast about 3 times a week.</p> <p>Finding #4</p> <p>Review on 3/7/22 - 3/15/22 of client #4's record revealed:</p> <p>-44 year old male.</p> <p>-Admitted on 5/1/03.</p> <p>-Diagnoses of Intellectual Disability, Asthma, Brain Amyotrophy and Mood Disorder.</p> <p>Review on 3/7/22 - 3/15/22 of client #4's signed physician orders revealed:</p> <p>4/28/21: Phentermine 37.5 mg daily. (appetite suppressant)</p> <p>11/10/21: Trazodone HCL 150 mg 1/2 tablet at bedtime. (depression)</p> <p>:Topiramate 200 mg 1 tablet at 5pm. (seizure)</p> <p>1/4/22: Triamterene HCTZ 37.5 - 25 mg tablet daily. (edema)</p> <p>: Vitamin D3 1000 unit tablet daily. (supplement)</p> <p>Review on 3/7/22 - 3/15/22 of client #4's MARs from November 2021 to January 2022 revealed:</p> <p>-Phentermine 37.5 mg was documented as</p>	V 118		



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V 118	<p>Continued From page 8</p> <p>administered on the following dates 11/1/21, 11/2/21, 12/1/21-12/10/21, 1/1/22-1/10/22.</p> <p>-Trazodone HCL 150 mg and Topiramate 200 mg were not transcribed on the December MAR.</p> <p>-Triamterene HCTZ 37.5 - 25 mg and Vitamin D3 1000 unit were not transcribed on the January MAR.</p> <p>Observation on 3/7/22 between 4:15pm - 4:30pm of client #4's medication revealed:</p> <p>-Phentermine 37.5 mg, Triamterene HCTZ 37.5 - 25 mg and Vitamin D3 1000 unit were not available onsite for review.</p> <p>Interview on 3/9/22 client #4 stated:</p> <p>-He took his medications daily.</p> <p>Interview on 3/14/22 the local pharmacy technician stated:</p> <p>-Phentermine 37.5 mg was last filled on 4/28/21 and should not had been available for client #4.</p> <p>-Some of the medications were had not been filled in months for client #1, #2, #3, and #4.</p> <p>-She requested the Qualified Professional (QP)/Licensee to get discontinue orders to remove medications from the MAR.</p> <p>Interview on 3/7/22 - 3/15/22 staff #2 stated:</p> <p>-Client #1 received her medications as ordered.</p> <p>-She was unsure why medication was not documented on the MAR but it was documented on the MAR while at the facility.</p> <p>-The QP/Licensee made copies of the MARs and kept at the office.</p> <p>-She and staff #1 were the only ones to administer medications.</p> <p>-They documented the MARs each time after medication was administered.</p> <p>-Client #1's Polyethylene Glycol 3350 and Diclofenac Sodium 1% Gel were not available for</p>	V 118		

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V 118	<p>Continued From page 9</p> <p>review.</p> <ul style="list-style-type: none"> <li>-Client #2's Divalproex SOD ER 500mg was not available for review on 3/7/22.</li> <li>-Client #2 took his last Divalproex the morning of 3/7/22.</li> <li>-Client #2's Divalproex was delivered by the pharmacy on 3/9/22.</li> <li>-She made a note for the Licensee of all medications not available onsite to order.</li> <li>-The client's received their as needed medications often but if it is not marked they did not get it.</li> <li>-Client #4's Phentermine 37.5 mg was discontinued and documented in error. Client #4 had not received it since December 2021.</li> <li>-She believed the MARs showed were different from the ones she and other staff completed.</li> <li>-The clients received their medications as ordered and had not missed a month of medicine.</li> </ul> <p>Interview on 3/7/22 - 3/15/22 the QP/Licensee stated:</p> <ul style="list-style-type: none"> <li>-She was sure the clients received their medications as ordered.</li> <li>-She made copies of the MARs and was unable to locate the completed December MARs for the facility.</li> <li>-She would ensure all medications were available onsite and the clients received their medications as ordered.</li> </ul>	V 118		
V 121	<p>27G .0209 (F) Medication Requirements</p> <p>10A NCAC 27G .0209 MEDICATION REQUIREMENTS</p> <p>(f) Medication review:</p> <p>(1) If the client receives psychotropic drugs, the governing body or operator shall be responsible for obtaining a review of each client's drug</p>	V 121		

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V 121	<p>Continued From page 10</p> <p>regimen at least every six months. The review shall be to be performed by a pharmacist or physician. The on-site manager shall assure that the client's physician is informed of the results of the review when medical intervention is indicated.</p> <p>(2) The findings of the drug regimen review shall be recorded in the client record along with corrective action, if applicable.</p> <p>This Rule is not met as evidenced by: Based on record reviews and interview the facility failed to perform six-month reviews of the drug regimens of clients receiving psychotropic medications, affecting 4 of 4 clients (#1, #2, #3 and #4). The findings are:</p> <p>Finding #1 Review on 3/7/22 - 3/15/22 of client #1's record revealed: -66 year old female. -Admitted on 1/15/94. -Diagnoses of Psychotic Disorder and Moderate Intellectual Disability. -No documentation of a six-month psychotropic drug review.</p> <p>Review on 3/18/22 of client #1's daily drug regimen revealed: -Loratadine 10 milligram (mg) tablet daily. (allergy) -Pravastatin Sodium 40 mg tablet at bedtime. (cholesterol) -Prazosin 1 mg tablet at bedtime. (high blood pressure) -Propranolol Extended Release (ER) 60 mg tablet daily. (high blood pressure)</p>	V 121		

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V 121	<p>Continued From page 11</p> <ul style="list-style-type: none"> <li>-Risperidone 1 mg tablet every morning. (mental/mood)</li> <li>-Risperidone 3 mg tablet at bedtime.</li> <li>-Vitamin D 5000 tablet daily. (supplement)</li> <li>-Alphagan P 0.1% Drops twice daily. (glaucoma medication)</li> <li>-Cyclobenzaprine 5 mg table twice daily as needed. (muscle pain)</li> <li>-Alendronate Sodium 35 mg tablet weekly. (osteoporosis)</li> <li>-Amantadine 100 mg tablet twice daily. (Parkinson's)</li> <li>-Aspirin EC 81 mg 2 tablets daily. (pain)</li> <li>-Benzotropine mesylate 1 mg tablet twice daily. (Parkinson's)</li> <li>-Clonazepam 0.5mg tablet twice daily. (seizure)</li> <li>-Divalproex Sodium 250 mg 2 tablets twice daily. (seizure)</li> <li>-Docusate Sodium 100mg tablets twice daily. (constipation)</li> <li>-Escitalopram 20 mg tablet daily. (depression)</li> <li>-Fluticasone Propionate 50 microgram (mcg) 2 sprays daily. (allergy)</li> <li>-Olopatadine 0.2 % Eye Itch Relief drops once daily.</li> <li>-Multivitamin Time Compensated Gain (TCG) tablet daily. (supplement)</li> <li>-Naproxen 500 mg tablet twice daily as needed. (pain)</li> <li>-Polyethylene Glycol 3350 daily as needed for constipation.</li> <li>-Diclofenac Sodium 1% gel daily as needed for joint pain.</li> <li>-Olmesartan Medoxomil 40 mg tablet daily. (high blood pressure)</li> </ul> <p>Finding #2 Review on 3/7/22 - 3/15/22 of client #2's record revealed: -57 year old male.</p>	V 121		

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NAME OF PROVIDER OR SUPPLIER  <b>GRACELAND MANOR DDA #1</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>600 DOWFIELD DRIVE FAYETTEVILLE, NC 28301</b>
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V 121	<p>Continued From page 12</p> <ul style="list-style-type: none"> <li>-Admitted on 1/31/03.</li> <li>-Diagnoses of Schizophrenia paranoid, Mild Intellectual Disability, Hypertension, Diabetic Mentotense, Seizure Disorder and Allergic Rhinitis.</li> <li>-No documentation of a six-month psychotropic drug review.</li> </ul> <p>Review on 3/18/22 of client #2's daily drug regimen revealed:</p> <ul style="list-style-type: none"> <li>-Clotrim-Betamethasone topically to the affected area twice daily. (fungal infection)</li> <li>-Senna Plus Tablet 1 or 2 as needed. (constipation)</li> <li>-Amlodipine Besylate 10 mg tablet daily. (high blood pressure)</li> <li>-Atenolol 100mg tablet daily. (high blood pressure)</li> <li>-Benztropine Mes 1 mg tablet twice daily.</li> <li>-Colchicine 0.6 mg tablet twice daily. (gout)</li> <li>-Divalproex Sodium 500 mg 1 tablet in the morning and 2 at bedtime.</li> <li>-Furosemide 20 mg tablet daily. (fluid retention)</li> <li>-Lisinopril 40 mg tablet daily. (high blood pressure)</li> <li>-Loratadine 10 mg tablet daily.</li> <li>-Metformin (hydrochloride) HCL ER 500 mg tablet with dinner. (type 2 diabetes)</li> <li>-Paroxetine 40 mg tablet in the morning. (depression)</li> <li>-Perseris ER 120 mg monthly. (schizophrenia)</li> <li>-Quetiapine Fumarate 300 mg tablet at bedtime. (schizophrenia)</li> <li>-Trazodone 150 mg tablet at bedtime. (depression)</li> <li>-Rosuvastatin Calcium 40 mg tablet daily. (cholesterol)</li> </ul> <p>Finding #3</p>	V 121		

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V 121	<p>Continued From page 13</p> <p>Review on 3/7/22 - 3/15/22 of client #3's record revealed:</p> <ul style="list-style-type: none"> <li>-51 year old female.</li> <li>-Admitted on 6/28/19.</li> <li>-Diagnoses of Schizophrenia Disorder, Intellectual Disability Mild, Breast Cancer, Kidney Failure, Microcytic Anemia and Diabetes Mellitus Type II.</li> <li>-No documentation of a six-month psychotropic drug review.</li> </ul> <p>Review on 3/18/22 of client #3's daily drug regimen revealed:</p> <ul style="list-style-type: none"> <li>-Trazodone HCL 100 mg 2 tablets at bedtime.</li> <li>-BENZOTROPINE Mesylate 0.5mg tablet at bedtime.</li> <li>-Clozapine 100 mg 2 tablets every morning and 4 tablets at bedtime. (psychiatric)</li> <li>-Haloperidol 20 mg tablet twice daily. (schizophrenia)</li> <li>-Ferrous Sulfate 325 mg tablet with breakfast. (iron supplement)</li> <li>-Lisinopril 5 mg tablet daily.</li> <li>-Loratadine 10 mg tablet daily.</li> <li>-Metformin HCL 500 mg tablets twice daily.</li> <li>-Multivitamin TCG (Daily-Vite) tablet daily.</li> <li>-Oxyc-APAP 10-325 1 tablet every 6 hours as needed for moderate pain.</li> <li>-Pantoprazole Sodium 40 mg tablet daily. (acid reflux)</li> <li>-Antacid Regular Strength Mint Liquid 12 oz 3 teaspoonfuls three times daily. (indigestion)</li> <li>-Ibuprofen 800 mg tablet every 8 hours as needed. (pain)</li> <li>-Non-Aspirin 325 mg 2 tablets every 6 hours as needed for mild pain.</li> <li>-Magnesium Oxide 400 mg tablet twice daily. (indigestion)</li> <li>-Vitamin D 2000 tablet daily. (supplement)</li> <li>-Fentanyl 12 mcg/hour patch 1 patch every 3 days. (pain)</li> </ul>	V 121		

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V 121	<p>Continued From page 14</p> <ul style="list-style-type: none"> <li>-Metronidazole 500 mg 2 tablets 3 times a week. (infection)</li> <li>-Dronabinol 2.5 mg capsule tablet twice daily. (appetite)</li> <li>-Capecitabine 500 mg chemo tab 3 tablets twice daily for 14 days followed by 7 days off. (breast cancer)</li> </ul> <p>Finding #4 Review on 3/7/22 - 3/15/22 of client #4's record revealed:</p> <ul style="list-style-type: none"> <li>-44 year old male.</li> <li>-Admitted on 5/1/03.</li> <li>-Diagnoses of Intellectual Disability, Asthma, Brain Amyotrophy and Mood Disorder.</li> <li>-No documentation of a six-month psychotropic drug review.</li> </ul> <p>Review on 3/18/22 of client #4's daily drug regimen revealed:</p> <ul style="list-style-type: none"> <li>-Trazodone HCL 150 mg 1/2 tablet at bedtime.</li> <li>-Fluoxetine HCL 10 mg 3 capsules every morning. (antidepressant)</li> <li>-Topiramate 200 mg 1 tablet at 5pm. (seizure)</li> <li>-Levalbuterol 45 mcg 1 puff every 4 hours as needed. (asthma)</li> <li>-Amlodipine Besylate 10 mg 1 tablet daily. (high blood pressure)</li> <li>-Montelukast SOD 10 mg tablet daily. (allergy/asthma)</li> <li>-Symbicort 160 - 4.5 mcg 1 puff twice daily. (asthma)</li> <li>-Triamterene - Hydrochlorothiazide 37.5-25 mg tablet daily. (edema)</li> <li>-Vitamin D3 1000 unit tablet daily. (supplement)</li> </ul> <p>Interview on 3/7/22 - 3/15/22 the Licensee/Qualified Professional stated:</p> <ul style="list-style-type: none"> <li>-The client's primary care physician completed drug reviews on the clients.</li> </ul>	V 121		

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V 121	Continued From page 15  -She was unable to locate the most recent 6 month drug regimen reviews for the clients.	V 121		
V 290	27G .5602 Supervised Living - Staff  10A NCAC 27G .5602 STAFF (a) Staff-client ratios above the minimum numbers specified in Paragraphs (b), (c) and (d) of this Rule shall be determined by the facility to enable staff to respond to individualized client needs. (b) A minimum of one staff member shall be present at all times when any adult client is on the premises, except when the client's treatment or habilitation plan documents that the client is capable of remaining in the home or community without supervision. The plan shall be reviewed as needed but not less than annually to ensure the client continues to be capable of remaining in the home or community without supervision for specified periods of time. (c) Staff shall be present in a facility in the following client-staff ratios when more than one child or adolescent client is present: (1) children or adolescents with substance abuse disorders shall be served with a minimum of one staff present for every five or fewer minor clients present. However, only one staff need be present during sleeping hours if specified by the emergency back-up procedures determined by the governing body; or (2) children or adolescents with developmental disabilities shall be served with one staff present for every one to three clients present and two staff present for every four or more clients present. However, only one staff need be present during sleeping hours if specified by the emergency back-up procedures determined by the governing body.	V 290		



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V 290	<p>Continued From page 16</p> <p>(d) In facilities which serve clients whose primary diagnosis is substance abuse dependency:            (1) at least one staff member who is on duty shall be trained in alcohol and other drug withdrawal symptoms and symptoms of secondary complications to alcohol and other drug addiction; and            (2) the services of a certified substance abuse counselor shall be available on an as-needed basis for each client.</p> <p>This Rule is not met as evidenced by:            Based on record reviews, observation, and interviews, the facility failed to ensure staff-client ratios above the minimum number to enable staff to respond to individualized client needs affecting 1 of 4 clients (#1). The findings are:</p> <p>Review on 3/7/22 - 3/15/22 of client #1's record revealed:            -66 year old female.            -Admitted on 1/15/94.            -Diagnoses of Psychotic Disorder and Moderate Intellectual Disability.            -Treatment plan..Supports I need:...Requires 1:1 supports...One on one staff...</p> <p>Observation on 3/7/22 between 10:05 am - 11 am during onsite survey revealed:            -Client #1 and client #4 present at the facility.            -Staff #2 present at the facility.            -No other staff present at the facility.</p> <p>Interview on 3/7/22 staff #2 stated:            -She worked at the group home since 2006.            -She worked 1st shift from 8:30am to 5pm.            -She worked alone on most shifts.</p>	V 290		

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V 290	<p>Continued From page 17</p> <ul style="list-style-type: none"> <li>-She was the one on one staff for client #1.</li> <li>-Client #1 received 5 to 6 hours a day of one on one services.</li> <li>-Other clients were present during time she was supposed to provide one on one.</li> <li>-She was responsible for all clients while at group home.</li> </ul> <p>Interview on 3/7/22 - 3/15/22 the Licensee/Qualified Professional stated:</p> <ul style="list-style-type: none"> <li>-Client #1 received one to one services.</li> <li>-Client #1 had received one to one services for a while.</li> <li>-Staff #2 provided one to one services to client #1.</li> <li>-She understood additional staff may be needed to respond to individualized client needs.</li> </ul>	V 290		
V 736	<p>27G .0303(c) Facility and Grounds Maintenance</p> <p>10A NCAC 27G .0303 LOCATION AND EXTERIOR REQUIREMENTS (c) Each facility and its grounds shall be maintained in a safe, clean, attractive and orderly manner and shall be kept free from offensive odor.</p> <p>This Rule is not met as evidenced by: Based on observation and interview, the facility was not maintained in a safe, clean, attractive and orderly manner. The findings are:</p> <p>Observation on 1/24/22 between 12:05pm - 12:15pm of the outside of the facility revealed: -A 2 pane window screen propped against the</p>	V 736		

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V 736	<p>Continued From page 18</p> <p>facility.</p> <ul style="list-style-type: none"> <li>-The sound of a smoke detector chirping approximately every 2 minutes.</li> <li>-The middle window near the driveway was cracked the length of the bottom pane.</li> </ul> <p>Observation on 3/7/22 between 10:35am -11:30am during tout of the facility revealed:</p> <ul style="list-style-type: none"> <li>-The sound of a smoke detector chirping approximately every 2 minutes.</li> <li>-The laminate flooring in client #2 and client #3's bathroom was folded back in a triangle shape near the bathtub.</li> <li>-A brown colored line about 2 feet long and 2 inches wide across the ceiling in the dining area.</li> <li>-There was duck tape over the light/fan switch in the back bathroom.</li> <li>-The back right bedroom had dead lady bugs in the window seal.</li> <li>-The cracked window (listed above) was in the client sitting area of the facility behind the couch.</li> </ul> <p>Interview on 3/7/22 - 3/15/22 the Licensee/Qualified Professional stated:</p> <ul style="list-style-type: none"> <li>-The smoke detector battery was replaced and continued to chirp.</li> <li>-She had not noticed other identified areas.</li> <li>-She would ensure facility was maintained in a safe, clean, attractive and orderly manner.</li> </ul>	V 736		
V 738	<p>27G .0303(d) Pest Control</p> <p>10A NCAC 27G .0303 LOCATION AND EXTERIOR REQUIREMENTS</p> <p>(d) Buildings shall be kept free from insects and rodents.</p>	V 738		

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V 738	<p>Continued From page 19</p> <p>This Rule is not met as evidenced by: Based on interviews the facility did not keep the facility free of insects. The findings are:</p> <p>Review on 1/24/22 of the Division of Health Service Regulation facility's record revealed: -During a survey on 8/11/21 the bedbugs were observed at the facility. -No evidence of compliance in record.</p> <p>Review on 1/24/22 and 3/7/22 of the facility records revealed: -An invoice from a local exterminator dated 11/11/21 for "Bed Bug Service." -An invoice from a local exterminator dated 12/2/21 for "Bed Bug Service." -An invoice from a local exterminator dated 3/1/22 for "Bed Bug Service."</p> <p>Interview on 3/9/22 client #4 stated: -He had bedbugs in his room around his bed a couple months ago. -He was bitten by the bedbugs. -The facility was treated by an exterminator.</p> <p>Interview on 3/7/22 staff #1 stated: -The facility had bedbugs "last year." -The facility was sprayed several times to correct the problem. -She does not know if any client was bitten by bedbugs. -She never seen any bedbugs at the facility.</p> <p>Interview on 3/7/22 staff #2 stated: -She saw bedbugs on the couch in the client sitting area and in the staff bedroom. -She saw them in a client bedroom but it had been a while.</p>	V 738		

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V 738	<p>Continued From page 20</p> <ul style="list-style-type: none"> <li>-She had been bitten by bedbugs at the facility.</li> <li>-She had not seen a client with bedbug bites.</li> <li>-The facility had bed bugs appropriately 6 months.</li> <li>-The Qualified Professional (QP)/Licensee had previously had a man treating the facility for bedbugs.</li> <li>-A local company treated the facility for bedbugs.</li> </ul> <p>Interview on 1/24/22 - 3/7/22 the local exterminator office manager stated: 1/24/22</p> <ul style="list-style-type: none"> <li>-The facility was treated on 11/11/21 and 12/2/21.</li> <li>-The closet and dresser couldn't be sprayed because of personal items.</li> <li>-They recommended a follow up after 10 days and treated on 12/2/21.</li> <li>-There was heavy infestation in the back right bedroom, front right bedroom and behind the couch on 11/11/21.</li> <li>-They normally recommended 3 treatments for heavy infestation.</li> <li>-No treatment was scheduled after 12/2/21.</li> </ul> <p>3/7/22</p> <ul style="list-style-type: none"> <li>-There was no evidence of live bedbugs at last treatment.</li> <li>-The facility "really needs to vacuum."</li> <li>-The facility was treated a total of 4 times.</li> </ul> <p>Interview on 1/24/22 - 3/15/22 the QP/Licensee stated:</p> <ul style="list-style-type: none"> <li>-A local exterminator treated the facility.</li> <li>-They found bedbugs behind the chair.</li> <li>-She needed to request the facility be treated again.</li> <li>-She had scheduled an appointment for 2/9/22.</li> <li>-The exterminator found "a couple of dead ones and 1 live one."</li> <li>-She had not scheduled another appointment.</li> <li>-Bedbugs were found in the bedroom near the</li> </ul>	V 738		

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V 738	Continued From page 21  dining room on the right. -She would schedule another appointment for treatment. -She scheduled an appointment on 3/1/22. -The exterminator had not found any bedbugs.	V 738		